

**SPECIAL ORDER 2
DEPARTMENT OF HOMELAND SECURITY**



**ALLOWING ENTRY FOR ASSISTANCE ANIMALS (E.G.,
SERVICE, GUIDE, AND HEARING DOGS)**

If an individual requests entry with their animal companion or identifies it as an assistance animal, allow them entry. Security Officers shall not ask individuals if their animal companion is an assistance animal.

Security Officers should not confront, offend, or make any disabled individual feel uncomfortable when granting entry with their assistance animal.

Assistance animals are not required to be on a leash, wear special collar markings or tags and their owners are not required to carry documentation with them regarding their assistance animal or their own disability.

Owners of assistance animals will be granted relevant access throughout the building but must keep their assistance animal under complete control at all times. Owners shall be asked to remove any assistance animal from the building that is out of control, causing disruptions, or not responding to voice or signal commands.

Order Prepared By: Michael Whitaker, FPS – COR 04/25/2003